

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau(43) International Publication Date
7 September 2001 (07.09.2001)(10) International Publication Number
PCT WO/01/65338 A3(51) International Patent Classification⁷: G06F 17/60

[US/US]; 14300 Saddle Mountain Drive, Los Altos, CA 94022 (US).

(21) International Application Number: PCT/US01/06709

(22) International Filing Date: 28 February 2001 (28.02.2001)

(74) Agents: MALLIE, Michael, J. et al.; Blakely, Sokoloff, Taylor & Zafman LLP, 12400 Wilshire Boulevard, 7th floor, Los Angeles, CA 90025 (US).

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
09/515,575 29 February 2000 (29.02.2000) US

(81) Designated States (national): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN, YU, ZA, ZW.

(71) Applicant (for all designated States except US): EBAY, INC. [US/US]; 2125 Hamilton Avenue, San Jose, CA 95125 (US).

(84) Designated States (regional): ARIPO patent (GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).

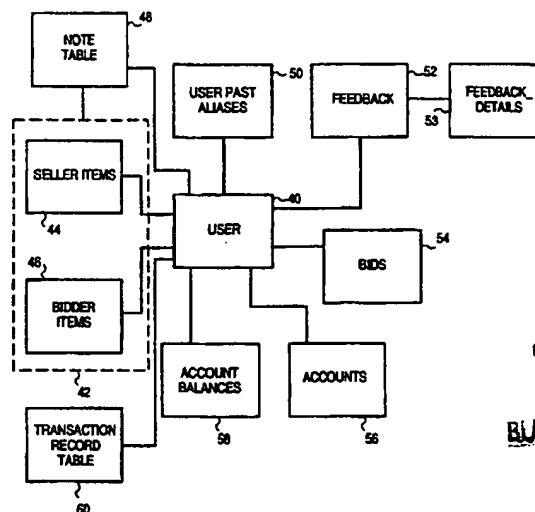
(72) Inventors; and

(75) Inventors/Applicants (for US only): LEVY, Daniele, V. [BR/US]; 500 Beale Street, #301, San Francisco, CA 94105 (US). GROVE, Steve [US/US]; 6064 Burnbank Place, San Jose, CA 95120 (US). MOHIA, Dheeraj [US/US]; 275 Twinlake Drive, Sunnyvale, CA 94089 (US). POON, Alex

Published:
— with international search report

[Continued on next page]

(54) Title: METHOD AND SYSTEM FOR HARVESTING FEEDBACK ON ITEMS FROM USERS OF A NETWORK-BASED TRANSACTION FACILITY

RECEIVED
APR 09 2002BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN
LOS ANGELES

WO 01/65338 A3

(57) Abstract: A method of displaying a user interface to harvest feedback information pertaining to transactions facilitated by a computerized transaction facility includes the display of multiple feedback windows, or other distinct areas, within a user interface (40) displayed on a display device. Each feedback window includes transaction identifier information (60) that identifies a respective transaction. Each feedback window also includes a feedback input that receives feedback information (52), pertaining to an associated transaction identified by the transaction information (42). The feedback input is displayed, within each feedback window, to indicate an association with the respective transaction information. Accordingly, feedback input for multiple transactions may conveniently be input.



— with amended claims and statement

(88) Date of publication of the international search report:
28 February 2002

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

Date of publication of the amended claims and statement:
28 March 2002

AMENDED CLAIMS

[received by the International Bureau on 9 November 2001 (09.11.01);
original claims 18 and 31 amended; original claim 20 cancelled;
remaining claims unchanged (7 pages)]

1. A method of harvesting feedback pertaining to transactions facilitated by a network-based transaction facility, the method including:
identifying a plurality of transactions associated with a first user;
communicating user interface information to a client via a communications network, the user interface information including transaction information concerning at least first and second transactions of the plurality of transactions and specifying a feedback interface facilitating user input of feedback information for each of the at least first and second transactions of the plurality of transactions; and

receiving the feedback information, provided through the feedback interface, for each of at least the first and second transactions, the feedback information being received via the communications network.
2. The method of claim 1 wherein the identifying of the plurality of transactions comprises identifying completed transactions in which the first user participated.
3. The method of claim 2 including identifying the completed transactions as transactions in which the first user participated as a buyer.
4. The method of claim 2 including identifying the completed transaction as transactions in which the first user participated as a seller.
5. The method of claim 2 wherein the identifying comprises identifying the completed transactions in which the first user participated within a predetermined time period.

6. The method of claim 1 wherein the communication of the user interface information comprises communicating a markup language document and wherein the transaction information includes text information describing at least the first and second transactions.
7. The method of claim 6 wherein the user interface information defines a respective feedback input field associated with each of the first and second transactions via which the feedback information for each of at least the first and second transactions is user-inputted.
8. The method of claim 8 wherein the user interface information defines a type indicator via which type information, indicating a feedback type for the feedback information for each of the at least first and second transactions, is user-inputted.
9. The method of claim 8 wherein the type information indicates the feedback type as being any one of a group including positive feedback, negative feedback and neutral feedback.
10. The method of claim 8 wherein the type indicator comprises any one of a group including a collection of check boxes and a collection of radio buttons.
11. The method of claim 6 wherein the user interface information defines a respective skip indicator for each of the at least first and second transactions, each skip indicator being user-selectable to indicate whether or not feedback is being provided via the feedback interface for an associated transaction.
12. The claim of 11 wherein each of the respective skip indicators comprises any one of a group comprising a check box and a radio button.

13. The method of claim 1 wherein the user interface information defines a filter input field via which a filter criteria is user-inputted, the filter criteria being applied to the plurality of transactions to define a subset thereof for display via the feedback interface.
14. The method of claim 13 wherein the filter criteria comprises a user identifier identifying a second user associated with at least one transaction of the plurality of transactions.
15. The method of claim 13 wherein the filter criteria comprises a transaction identifier identifying at least one of the plurality of transactions.
16. The method of claim 1 including populating a feedback data structure with the feedback information for each of the at least first and second transactions.
17. The method of claim 1 wherein the transaction information includes any one of a group including user, item, description and date information.
18. A method of displaying a user interface to harvest feedback pertaining to transactions facilitated by a computerized transaction facility, the method including:
- displaying transaction identification information for each of a plurality of transactions within a user interface displayed on a display device; and
- displaying a feedback input for each of the plurality of transactions within the user interface as displayed on the display device,
- wherein each feedback input is displayed so as to indicate an association with respective transaction identification information and wherein each feedback

input comprises an input field to receive at least one of text, numeric and alphanumeric information.

19. The method of claim 18 wherein the transaction identification information includes any one of a group including user information identifying a party to a transaction, item information identifying a subject of a transaction and date information indicating a date associated with the transaction period.

21. The method of claim 18 wherein the feedback input comprises at least one of a plurality of user-selectable feedback options.

22. The method of claim 21 wherein the plurality of user-selectable feedback options are presented in the form of a drop-down menu.

23. The method of claim 21 wherein the plurality of user-selectable feedback options are type options that indicate a feedback type associated to feedback information.

24. The method of claim 22 wherein the feedback type includes any one of a group including positive feedback, negative feedback and neutral feedback.

25. The method of claim 21 wherein the plurality of user-selectable feedback options are presented as being user-selectable by any of a group including a plurality of check boxes and a plurality of radio buttons.

26. The method of claim 18 including displaying a skip input for each of the plurality of transactions within the user interface, each skip input being user-selectable to indicate whether or not feedback is being provided for associated transaction identification information.

27. The method of claim 18 wherein the user interface comprises a markup language document displayed within a browser.
28. The method of claim 18 wherein the association is indicated by display of a respective feedback input proximate the specific transaction identification information.
29. The method of claim 18 wherein the association is indicated by display of a graphical indication that indicates the association between the respective feedback input and the specific transaction identifier information.
30. A method of harvesting comments pertaining to items of a network-based transaction facility, the method including:

identifying a plurality of items;

communicating user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying an interface facilitating user input of comments pertaining to each of the at least the first and second items of the plurality of items; and

receiving the comments, provided through the input interface, for each of the at least first and second items, the comments being received via the communications network.

31. A method of displaying a user interface to harvest comments pertaining to items of a computerized transaction facility, the method including:

displaying item identification information for each of a plurality of items within a user interface displayed on a display device; and

displaying a comment input for each of the plurality of items within the user interface as displayed on the display device

wherein each comment input is displayed so as to indicate an association with respective transaction identification information and wherein each comment input comprises an input field to receive at least one of text, numeric and alpha-numeric information.

32. A system for harvesting comments pertaining to items of a network-based transaction facility, the system including:

a search function to identify a plurality of items specified by a first user;

a display function to communicate user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying a comment interface facilitating user input of comment information for each of the at least first and second items of the plurality of items; and

a receive function to receive the comment information, provided through the comment interface, for each of the at least first and second items, the comment information being received via the communications network.

33. A system for harvesting comment information pertaining to an item of a network-based transaction facility, the system including:

first means for identifying a plurality of items specified by a first user;

second means for communicating user interface information to a client via a communications network, the user interface information including item information concerning at least first and second items of the plurality of items and specifying a comment interface facilitating user input of comment information for each of the at least first and second items for the plurality of items; and

third means for receiving the comment information, provided through the comment interface, for each of the at least first and second items, the comment information being received via the communications network.

STATEMENT UNDER ARTICLE 19(1)

Claims 18 and 30 require a method whereby a user interface to harvest feedback is displayed to include a feedback input for each of multiple transactions. For example, Figure 11 shows an exemplary user interface that displays three transactions and three feedback input areas, respectively. The feedback input is to harvest feedback from a user.

Claim 18 has been amended to include the following limitation, which corresponds somewhat to the limitation of canceled claim 20:

“...and wherein each feedback input comprises an input field to receive at least one of text, numeric and alpha-numeric information.”

Claim 31 has been amended to include the following limitation, which also corresponds somewhat to the limitation of canceled claim 20:

“...and wherein each comment input comprises an input field to receive at least one of text, numeric and alpha-numeric information.”